

***AFI 63-124***



***PERFORMANCE BASED SERVICE  
ACQUISITION (PBSA)  
PHASE I TRAINING***



# ***BACKGROUND ON IMPLEMENTATION OF AFI 63-124***

- # 1 April 1999 - Initial Publication**
- # 9 February 2004 - Interim Change**
- # 1 Aug 2005 - First Revision**
- # 9 Aug 2005 - AFMC delayed  
Implementation**
- # 16 Sep 2005 - AFMC  
Implementation**

# ***COURSE OBJECTIVE***

**Provide the student with the knowledge and skills required to perform QAP duties to ensure the government is receiving the services it contracts for**

# ***COURSE OVERVIEW***

## **ATTENDEES**

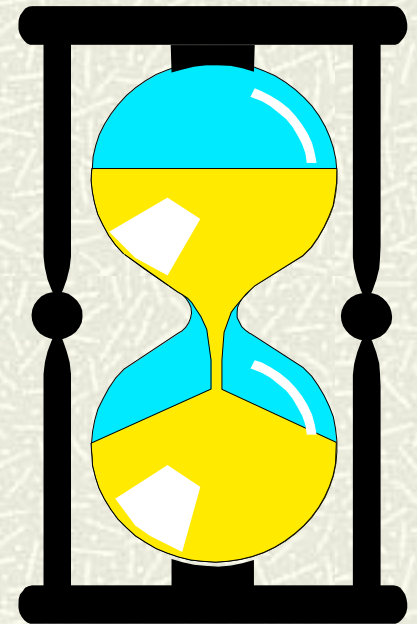
**Quality Assurance Personnel** (Mandatory)

**Multi-Functional Teams (MFT)**

(Recommended)

## **COURSE MATERIALS:**

- ❖ **AFI 63-124, 1 Aug 2005**
- ❖ **Slides/Note Pages**
- ❖ **QAP Assessment Documents**
- ❖ **Acronym/Abbreviations List**
- ❖ **Do's & Don'ts for QAPs**





# ***CLASS INTRODUCTIONS***

- # **Name**
- # **Organization**
- # **Type of Contract**
- # **Experience**



# ***PHILOSOPHY OF PBSA***

**The goal of PBSA is to design mission support strategies that obtain higher levels of:**

**contractor performance**

**foster synergistic partnerships**

**accommodate changing mission needs**

**leverage commercial best practices**

**[http://www.dau.mil/pubs/misc/PBSA\\_GUIDEBOOK.pdf](http://www.dau.mil/pubs/misc/PBSA_GUIDEBOOK.pdf)**

# ***PBSA PROCESS***

**PBSA begins with the planning of the acquisition by the MFT and consists of**

- Acquisition Strategy**
- Market Research**
- Write the PWS**
- Write the PP**
- Performance Metrics - Ensure that performance metrics align with the PWS and mission objectives**

# ***APPLICATION OF AFI 63-124***

**This AFI is applicable to all Service Acquisitions with an annual contract value above the Simplified Acquisition Threshold (SAT) (\$100,000.00) (FAR 2.101)**



# ***APPLICATION OF AFI 63-124***

## **Exemptions in FAR 37.102 (a) (1)**

**Use performance based contracting methods to the maximum extent practicable, except for:**

- Architect-Engineer Services**
- Construction**
- Utility Services**
- Services that are incidental to supply purchases**

# ***DEFINITION OF A SERVICE CONTRACT***

**One which directly engages a  
contractor's  
time and effort whose primary  
purpose is  
to perform an identifiable task  
rather than  
furnish an end item of supply**

# ***PRINCIPLES OF PBSA***

**Some of the areas in which service contracts are found include the following:**

- Maintenance, overhaul, repair, servicing, rehabilitation, salvage, modernization, or modification of supplies, systems or equipment**
- Routine recurring maintenance of real property**
- Housekeeping and base services**

# ***PRINCIPLES OF PBSA***

- **Advisory & Assistance services (A&AS)**
  - **Operation of Government-owned equipment facilities and systems**
  - **Communications services**
  - **Architect-Engineering**
  - **Transportation and related services**
  - **Research and Development**



# ***ELEMENTS OF PERFORMANCE-BASED***

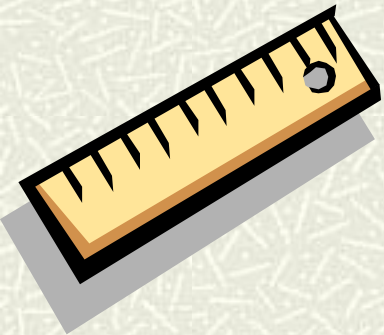
- # Requirements are outcome-based**
- # Includes performance thresholds**
- # Surveillance methods focus on end results, not the process**

# ***BENEFITS OF PBSA***

**# Reduces contract prices and improved performance**



**# Contain measurable performance requirements**



**# Provides contractor flexibility**

# ***BENEFITS OF PBSA***

- # Requires less surveillance**
- # Motivates contractors to use innovative and cost effective approaches**



# ***STANDARDS OF CONDUCT ETHICS***

**# Government Standards of  
Conduct**

**# Bribery**

**# Gratuities**





# ***UNAUTHORIZED COMMITMENTS***

**An agreement that is not binding  
solely**

**because the government  
representative who**

**made it lacked the authority to  
enter into**

**agreement on behalf of the  
government**



# ***RATIFICATIONS***

**The act of approving an  
unauthorized  
commitment by an official who  
has the  
authority to do so**

# ***RATIFICATION PROCESS***

- # Statement of Facts**
- # Management Corrective Action**
- # Contracting Officer's Actions**
- # Ratification Authority**

# ***RATIFICATION PROCESS***

**# If approved**

**# If not approved**





# ***FREEDOM OF INFORMATION ACT***

**Specifies how federal agencies  
will make their records  
available for public review**



**Announcement**

# ***RELEASE OF INFORMATION***

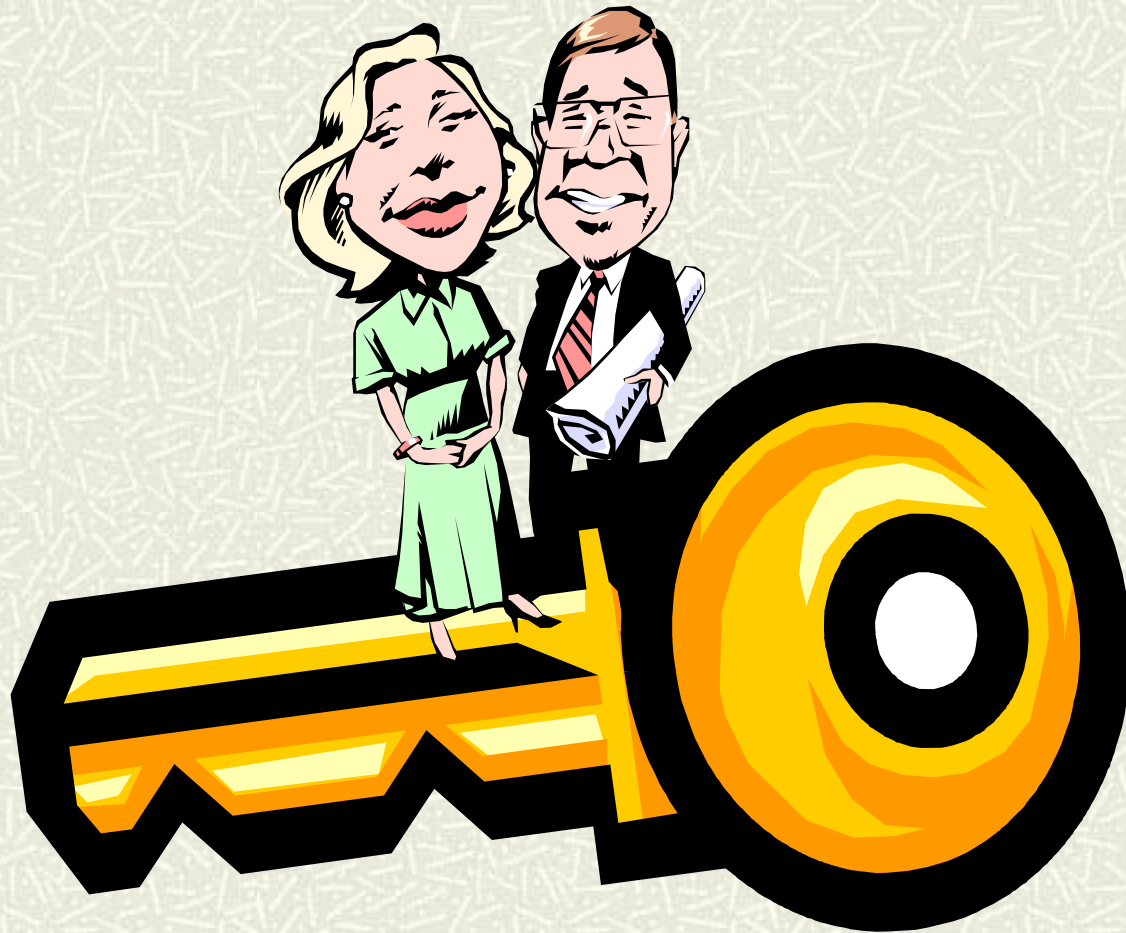
**# General Information**

**# Advance Acquisition  
Information**



**KEY MANAGEMENT**

# ***DUTIES/RESPONSIBILITIES***



# ***SENIOR LEADERSHIP WING COMMANDER***

- # Appoint a MFT and QAPC to ensure that service contracts meet mission needs and performance based service acquisitions**
- # Ensure a service acquisition is designed with performance-based mission support strategy to support contractor performance, partnerships, accommodates changing a desired mission needs**
- # Implement a Performance Management Assessment Program (Quality Program) to satisfy mission requirements**
- # Ensure performance management focuses on risk management, cost, schedule and performance baselines**



# **CONTRACTING SQUADRON COMMANDER/75 CONS/CC**

- # Serves as the Business Advisor to Senior Leadership**
- # Providing the health of services acquisitions to senior leadership annually .**
- # Ensure MFT work IAW the FAR, DFARS, AFFARS**
- # Ensures the QAPC is appointed and training plans are tailored to local mission and responsibilities**
- # Ensures FC/FD receives training for PBSA**
- # Ensures consistent guidance to customers, functional areas and ACE office by the QAPC**

# ***FUNCTIONAL COMMANDER/FUNCTIONAL DIRECTOR (FC/FD)***

- # Squadron commander or Division Chief**
- # Identify mission essential services DoDI 3020.37**
- # Assigns primary and alternate QAPs to each requirement**
- # Review QAPs assessment records to ensure it is compatible with contract and mission objectives**

# ***FUNCTIONAL COMMANDER/FUNCTIONAL DIRECTOR (FC/FD)***

- # Receive training from QAPC within 30 days of commencement of duties**
- # Provides written notification when QAPs are removed from the contract**
- # Notify QAPC when vacating the position**



# ***QUALITY ASSURANCE PERSONNEL (QAP)***



- # QAP must be appointed and trained prior to assuming QA responsibilities (Phase I and Phase II)**
- # Evaluate and document contractor's performance IAW the PP on Performance Assessment Report (PAR)**
- # Notify the CO of any performance deficiencies on the Corrective Action Report (CAR)**
- # Maintain assessment documentation**
- # Recommend improvements to the PP and PWS**
- # Participate as a member of the MFT**



# ***CONTRACTING OFFICER AFFARS MP5346.103***

- # Advises the MFT on PP development**
- # Manages the listing of QAP assigned to the contract**
- # Issues duties & responsibilities letter to Contractor/QAP**
- # MFT advisor for developing incentives/remedies tied to performance objectives/thresholds**

# ***OFFICER***

## ***AFFARS MP5346.103***

- # Conducts Phase II Training (Contract Specific)**
- # Maintains contract file documentation Phase I and Phase II training**
- # Provide the following copies to the QAPC  
PWS, PP, Nomination/Appointment Letters, Contractor QC Plan Letter, Modifications, Contractor and QAP Limitation Letters , Phase II Training Certificates**

# ***QUALITY ASSURANCE PROGRAM COORDINATOR (QAPC)***

- # Supports the MFT in development of contract requirements**
- # Provides Phase I Training to QAP, FC/FD and MFT Members**
- # Reviews PWS/PP**
- # Processes/maintains/updates QAP appointment and delegation memos**



# ***PROGRAM COORDINATOR (QAPC)***

- # Maintains a master file and database of contracts & QAP assigned to each contract, and training documentation**
- # Assists in market research efforts of the MFT to determine commercial QA practices**
- # Assists in the evaluation of the Contractor's QC Plan**
- # Provides refresher training annually to ensure the QAPs are up to date on all required changes**



# ***SEVEN STEPS TO PERFORMANCE- BASED SERVICES ACQUISITION***

**1** Establish the team.

**2** Decide what problem needs solving.

**3** Examine private-sector and public-sector solutions.

**4** Develop a PWS or SOO.

**5** Decide how to measure and manage performance.

**6** Select the right contractor.

**7** Manage performance.



***What do I need?  
When do I need it?  
How do I know if it's good when I  
get it?***

<http://www.arnet.gov/Library/OFPP/BestPractices/pbsc/home.html>

# ***ESTABLISH THE TEAM***

**1**

**Establish  
the team.**



- **Ensure senior management involvement and support.**
- **Tap multi-disciplinary expertise.**
- **Define roles and responsibilities.**
- **Develop rules of conduct.**
- **Empower team members.**
- **Identify stakeholders and nurture consensus.**
- **Develop and maintain the knowledge base over the project life.**
- **"Incent" the team**

# ***TEAM MEMBERSHIP***



**# For complex requirements:**

**All stakeholders impacted  
by the service, CO, QAPC,  
QAP, FTR**

**# For less complex  
requirements:**

**CO, QAPC, QAP, FTR**





# **MULTI-FUNCTIONAL TEAM (MFT)**

**Consists of stakeholders that are responsible for acquisition throughout the life of the requirement**

**Duties and Responsibilities of the team includes:**

- ❖ **Fostering partnerships with industry**
- ❖ **Provide support to senior leadership (metrics, data, briefings)**
- ❖ **Researching the commercial market to ensure MFT is using the most efficient and effective assessment methods**
- ❖ **Developing, implementing performance-based acquisition strategy**



# MULTI-FUNCTIONAL TEAM (MFT)

- #Manage risk to ensure mission is within cost and schedule constraints**
- #Developing, implementing and executing source selection**
- #Planning, programming and budgeting adequate funds**
- #Completing and reporting annual reviews IAW the Management and oversight of the Acquisition of Services Process (MOASP)**
- #Identifying opportunities to improve performance throughout the life of the contract**

# MULTI-FUNCTIONAL TEAM (MFT)

- # Assessing and managing contractor performance to submit CPARS report**
- # Measure performance IAW the PP**
- # Include contractor understands hazardous, safety, security and environmental concerns**
- # Approve the deviation authorized in para 1.8**
- # Recommend changes to the PP as required**

# ***ANALYZE/DEFINE REQUIREMENTS***

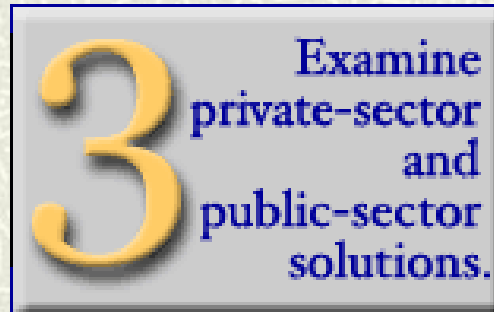
## 2

Decide  
what  
problem  
needs  
solving.

- **Acquisition Planning**
- **Link acquisition to mission and performance objectives.**
- **Define (at a high level) desired results.**
- **Decide what constitutes success.**
- **Determine the current level performance.**

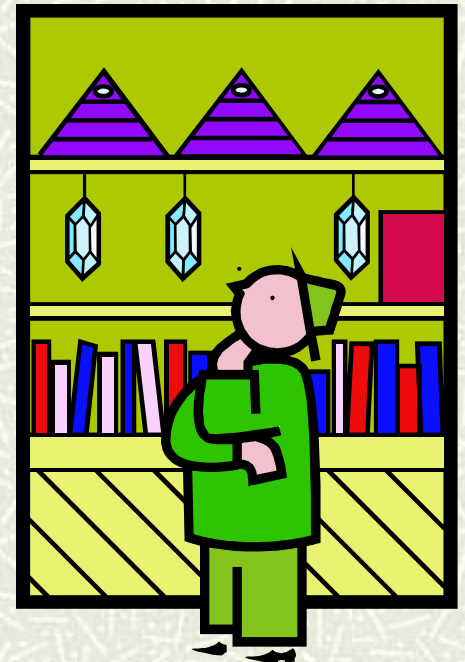


# ***MARKET RESEARCH***



**“ The ultimate goal of market research is to help the acquisition team members to become *informed consumers*. Information derived from market research will help the acquisition team develop the optimum strategy for meeting the requirement.”**

**Performance Based Service**





# ***MARKET RESEARCH***

- **Take a team approach to market research.**
- **Spend time learning from public-sector counterparts.**
- **Talk to private-sector companies before structuring the acquisition.**
- **Consider one-on-one meetings with industry.**
- **Look for existing contracts.**
- **Document market research.**



# ***DEVELOPING A PWS***

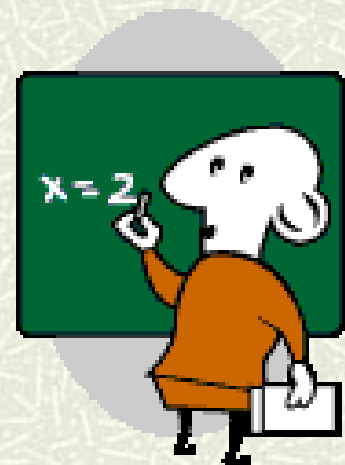


**Steps to Develop the:**

**# PWS**

**# Services Summary (SS)**

**# Decide how to measure & manage performance**



# ***PERFORMANCE-BASED REQUIREMENTS***

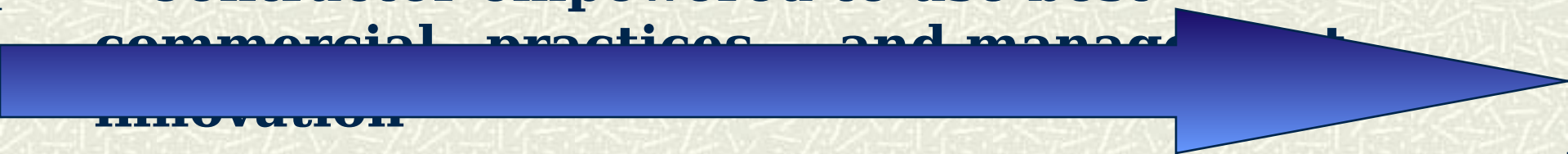
**PWS defines the requirements in terms of results rather than the method of performing the work.**



# ***OUTCOMES***

Performance-Based Work Statement (PWS)  
requires:

- **Requirements to be outcome based**
- **Outcomes must be measurable**
- **Contractor empowered to use best commercial practices and management innovation**



***From: Specifying “How To”***

***To: Specifying***

**C o n t i n u u m**



# ***WRITING A PERFORMANCE-BASED REQUIREMENT***

- # Use precise terms**
- # Clear, concise wording**
- # Abbreviations and acronyms**
- # Ambiguous words and phrases**



# ***FORMAT***

**Examples are found in the  
SAF/ACQ Contracting Toolkit**

<http://www.safaq.hq.af.mil/contracting/affars/5337/library-5337-pbsa.html>

**Local electronic format is also  
available from QAPC**

# ***FORMAT***

## **SECTION I.**

### **# Description of Services**

- ❖ Describes the services required under the contract**
- ❖ Defines those things the contractor would not know from the outcomes alone**

# ***FORMAT***

## **SECTION II.**

### **# Services Summary (SS)**

**A summary of the performance objective and performance threshold required by the government in contractor performance**



# ***SERVICES SUMMARY***

## ***(SS)***

<b>Performance Objective</b>	<b>PWS Para.</b>	<b>Performance Threshold</b>
<b>Report generation from consolidated database to support our Customers</b>	<b>1.1</b>	<b>95% all reports are generated within three days</b>

# ***SERVICES SUMMARY (SS)***

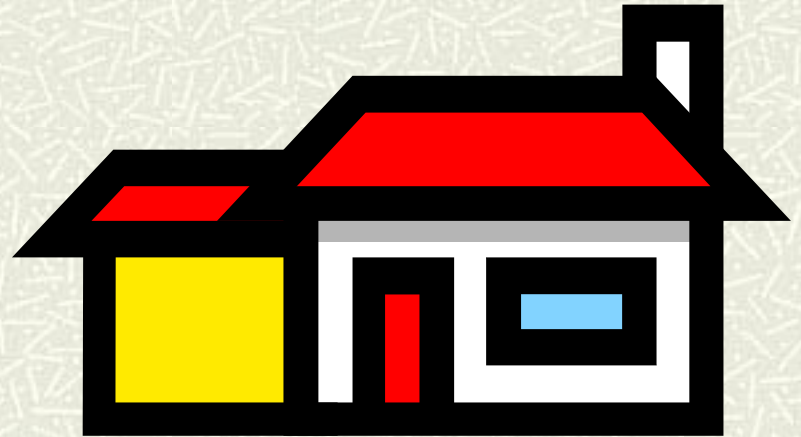
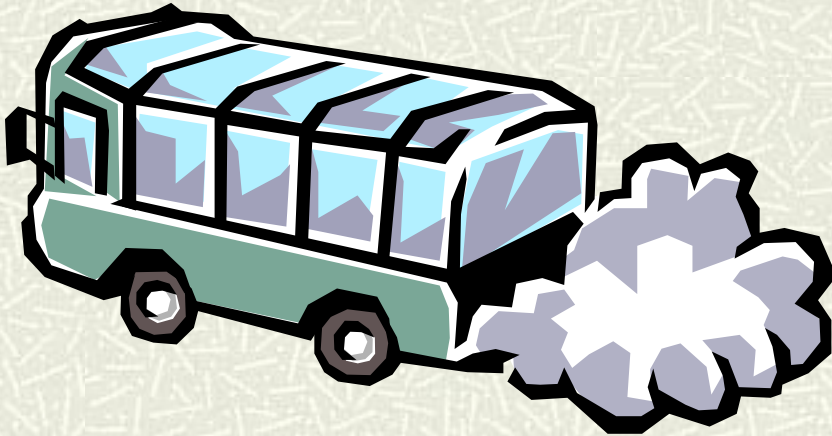
- **Captures the overall requirements at the outcome level**
- **“Bird’s eye” view of what is on the contract**



# ***FORMAT***

## **SECTION III.**

### **# Government Furnished Property and Services**



# ***FORMAT***

## **SECTION IV. General Information**

**QAP Responsibilities**

**Hours of Operations, Holidays**

**Contractor Quality Control Plan  
Requirements**

**Security Issues**

**DODI 3020.37 Identify Mission  
Essential Services IAW 63-124 para  
2.7.1**



# ***FORMAT***

## **SECTION V. Appendices**

**Workload Estimates**

**Maps**

**Unique Definitions**

**Listings of References**

# ***REFERENCES***

- **AFI 63-124 para 1.4.3 - Cite reference directives (publications, instructions) by specific process/procedure (paragraph, chapter) rather than the entire publication**



# ***PBSA PWS Examples - Yes, No, Maybe***

## **3.1 Task 1. MESA/PD model Manager:**

**The contractor shall furnish appropriately skilled labor for the management of the XYZ analytical tool called “The Model for Electronic Support and Attack” (MESA) and “Passive Detection” (PD).**

**Duties include software engineering support (requirements solicitation and analysis, software design and testing, verification/validation), tool deployment support, and end user training/support. In this role the contractor shall be expected to and make decisions regarding the design and functionality of MESA and PD models for the government during performance.**

**Deliverables include: “Requirements Definition Documents” for use in the**



# ***PBSA PWS Examples - Yes, No, Maybe***

**1.2.3.2 Experience. A minimum of six years experience working in fuels is required; three years in base level general fuels, and three years in a fuels managerial capacity.**

**XXX The contractor shall have graduated from Harvard with a BS in Fuels Management.**

**XXX The contractor shall hire three people to man the service desk**

**XXX The contractor cannot wear “crop tops” and belly rings.**

**XXX The contractor shall turn off all lights upon leaving the room.**

**XXX The contractor shall turn off all water facets**



# ***PBSA PWS Examples -***

## ***Yes, No,***

## ***Maybe***

Preservation is accomplished only if required by technical orders listed below and only if directed by the CO:

**XXX. Accomplish engine preservation in IAW TO 1C-130B/H-2-4 or 1C-130(H)H-2-2 and 1C-130H-2-00GE-00-1.**

**XXX. Remove aircraft storage battery and SCNS battery if installed, store, and maintain as directed in TO 8D2-1-31 or TO 8D2-3-1.**

**XXX. Treat the aircraft as directed in TOs 1C-130B-1-15, 1C-130H-1-15, and 1C-130H-1-15.**

# ***MEASURE AND MANAGE PERFORMANCE***

**5** Decide how to measure and manage performance.

- **Rely on commercial quality standards.**
- **Have the contractor propose the metrics**
- **Select only a few meaningful measures on which to judge success.**
- **Include contractual language for negotiated changes to the metrics and measures.**
- **Apply the contract-type order of precedence carefully.**
- **Use incentive-type contracts.**
- **Consider other incentive tools.**



# ***PERFORMANCE PLAN (PP)***

- # Provides a systematic method to evaluate the services the contractor is required to perform**
- # Elements of the Gov't PP are not contractual**
- # Should be revised or modified as needed throughout the life of the contract**
- # Ensure the government receives acceptable contractor performance against contractual requirements**
- # Minimum surveillance of the contractor**
- # Tailored to each individual contract**



# ***PERFORMANCE PLAN (PP)***

- # Contract assessment is the Prime responsibility of QAP**
- # Method of surveillance will determine how the QAP will actually evaluate the contractor's performance**



# ***CONTENTS OF THE PP***

- 1. Objective**
- 2. Results expected by the MFT**
- 3. Roles and responsibilities of the MFT**
- 4. Strategy, methods & tools used to assess the contractor's performance**
- 5. Management approach, methods & tools to validate objectives and goals**
- 6. Incentive plan to validate the objective & goals of the MFT**

**The members of the MFT sign the PP**

# ***METHODS OF SURVEILLANCE***

## **# How to Determine what method to use:**

- ❖ **Criticality of the task**
- ❖ **Lot size**
- ❖ **Availability of QAPs**
- ❖ **Value of surveillance in relationship to cost or task criticality**
- ❖ **Commercial practices as a result of market research**

# ***PERIODIC SURVEILLANCE***

- ❖ **Samples selected on other than 100% or statistically random basis**
- ❖ **Frequency**
  - Weekly**
  - Monthly**
  - Quarterly**



# ***RANDOM SAMPLING***

- #Appropriate for frequently recurring tasks with a lot size of over 25**
- #Statistically based**
- #Assumes the government receives acceptable performance if a given percentage or number of scheduled inspections are found to be acceptable**



# ***CUSTOMER COMPLAINTS***

**QAP is the point of contact and must collect all customer complaints and validate immediately**

**# Can be used to validate information obtained through other sources**

**# Need to be validated**

**# Customer training**

**# Customer Complaint Record (CCR)**



# ***ONE HUNDRED PERCENT INSPECTION***

**# Inspecting the requirement every time it occurs**

**# May be required when**

- ❖ **Critical impact**
- ❖ **Occur infrequently**
- ❖ **Have stringent requirements**



# ***PERFORMANCE THRESHOLDS***

- # Percentage of required conformance**
- # Number of allowable deviations from the performance objective to be considered acceptable**



# ***PERFORMANCE THRESHOLDS***

- # Should rarely be 100% or no deviations**
- # Directly affects the cost of the service**
- # May be industry-wide standards**
- # May be developed by the agency**



# ***PERFORMANCE ASSESSMENT GUIDANCE FOR RANDOM SAMPLING PROCEDURES***

- 1. Method of Surveillance:**
- 2. Lot Size:**
- 3. Sample Size:**
- 4. Performance Threshold:**
  - a. Performance is acceptable when  
(Use your percentage or number of  
deviations on SS)**
  - b. Performance is unacceptable when  
(Use your percentage or number of  
deviations on SS)**
- 5. Sampling Procedure: (How your  
random numbers were pulled).**
- 6. Inspection Procedure:**

# ***PERFORMANCE ASSESSMENT GUIDANCE FOR OTHER THAN RANDOM SAMPLING***

- 1. Method of Surveillance:**
- 2. Performance Threshold:**
  - a. Performance is acceptable when  
(Use your percentage or number of  
deviations on SS)**
  - b. Performance is unacceptable when  
(Use your percentage or number of  
deviations on SS)**
- 3. Inspection Procedures:**

# ***SAMPLE OF SS AND METHOD OF SURVEILLANCE***

**Para 1.1 Report generation from consolidated database to support our Customers.**

**What is important in each of these requirements?**

- **Timeliness, Accuracy, Cost, Customer interaction, “down time for the system/application”**
- **How will I determine if the contractor is performing?**

<b>Performance Objective</b>	<b>PWS Para.</b>	<b>Performance Threshold</b>	<b>Method of Surveillance</b>
<b>Report generation from consolidated database to support our Customers</b>	<b>1.1</b>	<b>95% all reports are generated within three days</b>  <b>Timeliness</b>	<b>Valid Customer Complaints for the reporting period or submission of report within 3 days</b>



**S  
S**



**PP**



# ***SAMPLE OF SS AND METHOD OF SURVEILLANCE***

**Para 1.1 Report generation from consolidated database to support our Customers.**

**What is important in each of these requirements to you?**

**- Timeliness, Accuracy, Cost, Customer interaction, “down time for the**

**system/application”**

**- How will I determine if the contractor is performing?**

<b>Performance Objective</b>	<b>PWS Para</b>	<b>Performance Threshold</b>	<b>Method of Surveillance</b>
<b>Report generation from consolidated database to support our Customers</b>	<b>1.1</b>	<b>95% all reports are generated without errors</b> <i>Accuracy</i>	<b>Valid Customer Complaints for the reporting period</b>



**SS**



**P  
P**



# ***REMEDIES***

## **Negative Incentives**

- # Increased assessments**
- # CPAR statements**
- # Award Fee Monies**
- # Inspection of Services Clause**

**One size doesn't fit all!!!**

# ***INSPECTION OF SERVICES FAR 52.246-4***

- # This clause is in every service contract**
- # Gives the QAPs authority to perform inspections**
- # Provides the means for reduction of fee/price (amount = importance to contractor)**
- # Allows re-performance if possible at no additional cost**

# ***AUTHORITY TO INSPECT***

## **# Implied Authority**

- ❖ **Contracting Officer**

## **# Expressed Authority**

- ❖ **QAPs**

**Do's & Don'ts for QAPs**



# ***INCENTIVES***



## Positive Incentives (as applicable)

- ❏ Consider award fee and award term incentives
- ❏ Exercising of options
- ❏ Reduced assessment
- ❏ Performance incentive (Bonus on a FFP contract)
- ❏ Newspaper article on merits of contractor
- ❏ Participation in enterprise type meetings

**Doesn't have to be monetary**



# ***SELECT THE RIGHT CONTRACTOR***



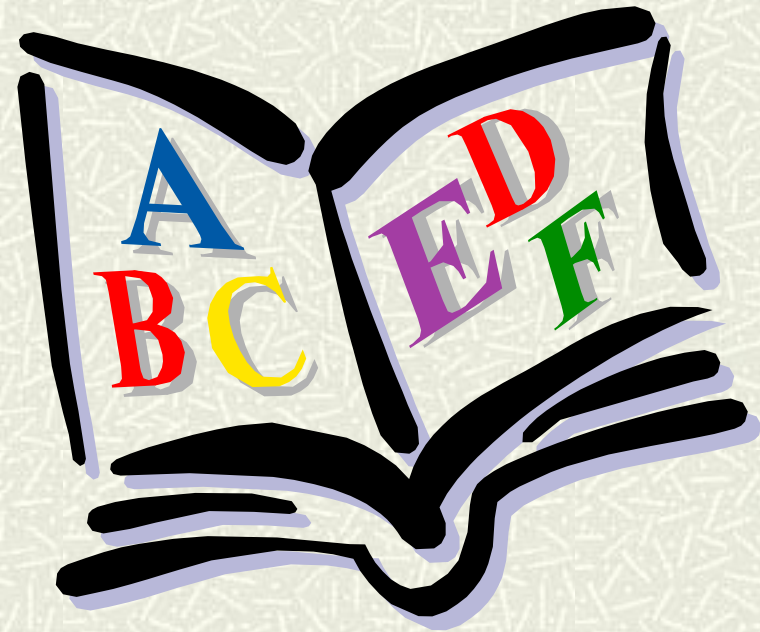
- **Compete the solution.**
- **Emphasize past performance in evaluation**
- **Use oral presentations and other opportunities to communicate**
- **Use best-value evaluation and source selection**
- **Assess solutions for issues of conflict of interest**

# ***PAST PERFORMANCE INFORMATION (PPI)***

- # Enhance market research**
- # Help establish competitive range and make award decisions**
- # Provide a basis for discussing progress with contractors**
- # Help decide whether to exercise contract options**
- # Award decisions on task orders**
- # Aid in developing acquisition strategies**
- # Recognize good performers**

# ***CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM (CPARS)***

- # Annual requirement**
- # Contracts at or over  
\$1,000,000 (Aggregate Total)**
- # AF adopted the Automated  
Navy System  
([www.cpars.navy.mil](http://www.cpars.navy.mil))**
- # Information is for “Official  
Use Only”**



# ***MANAGE PERFORMANCE***

- **Keep the team together**
- **Adjust roles and responsibilities**
- **Assign accountability for managing**



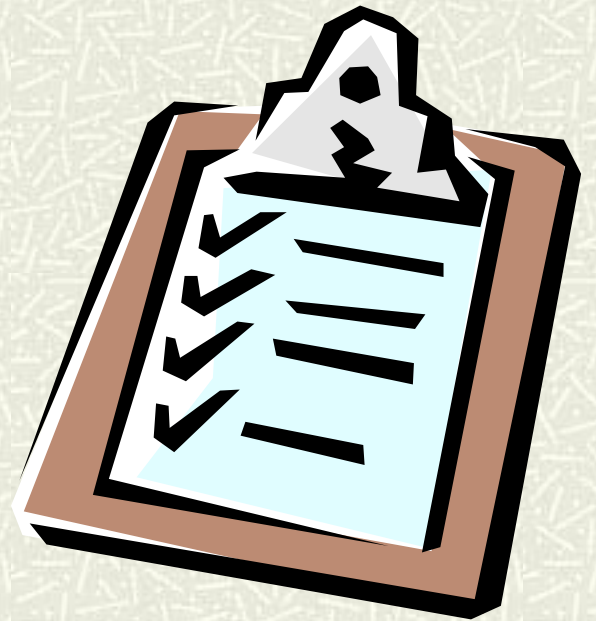
**contract performance.**

- **Add the contractor to the team at a formal “kick-off meeting.**
- **Regularly review performance in a contract Performance Improvement Working Group.**
- **Ask the right questions.**





# ***CONTENTS OF LOCAL REQUIREMENTS PACKAGES***



# ***STANDARD REQUIREMENTS***

- # Form 9 with at least three suggested sources**
- # Justification & Approval (J&A) if  $\geq$ \$100K and not awarded competitively (AFFARS 5308.404(b)(2))**
- # Requirement written IAW AFI 63-124 with a Services Summary (SS)**
- # Performance Plan (PP)**
- # QAP Nomination Letters (at least one primary and one alternate assigned per contract)**

# ***A&AS REQUIREMENTS***

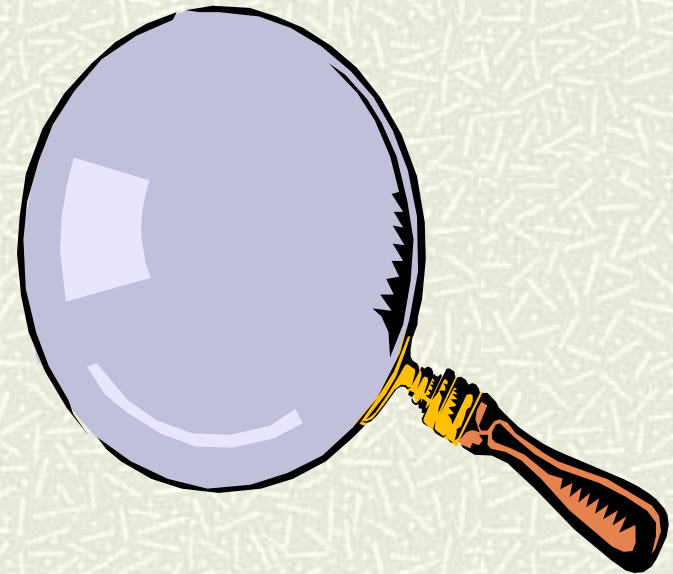
- # Form 9 with at least three suggested sources**
- # Justification & Approval (J&A) if  $\geq$ \$100K and not awarded competitively (AFFARS 5308.404(b)(2))**
- # Decision Determination Document (DDD)**
  - ❖ Staff Summary if over \$50K**
  - ❖ Exemptions**
- # Requirement written IAW AFI 63-124 with a (SS)**
- # Performance Plan (PP)**
- # QAP Nomination Letters (at least one primary and one alternate assigned per contract)**

# ***GSA REQUIREMENTS***

- # Form 9 with GSA Contract # and at least three suggested sources for a multi-source schedule and one source for a single-source schedule**
- # Sole Source Justification Document if  $\geq$ \$100K and not awarded competitively (AFFARS 5308.404(b)(2))**
- # Requirement written IAW AFI 63-124 with a SS**
- # Performance Plan (PP)**
- # QAP Nomination Letters (at least one primary and one alternate assigned to each contract)**



# ***QUALITY ASSURANCE POST AWARD***



# ***CONTRACTOR'S QUALITY CONTROL PLAN***

- Contractor's Plan for Assuring that the Services conform to the Requirement (Section I)**
- Includes Inspection and Test Criteria**
- Policies, Procedures and Practices**
- Delivery within Allowable Tolerances**
- Quality Planning Procedures**



# ***CONTRACT ASSESSMENT***

- # **Scheduling**
- # **Performing**
- # **Documenting**

# ***SCHEDULING ASSESSMENTS***

- # Use QA Monthly Schedule Template**
- # Schedule monthly assessments of SS items**
- # Send a copy to the CO**
- # Retain a copy for your records**



# ***PERFORMING ASSESSMENTS***

- # Perform assessments IAW procedures set forth in the PP per performance assessment guides**
- # If assessment methods need to be changed revise the PP and send copies to who has a copy of the original PP**

# ***DOCUMENTING ASSESSMENTS***

- # Document assessments as it is accomplished**
- # Use the Performance Assessment Report (PAR) Template**



# ***UNACCEPTABLE RESULTS OF ASSESSMENTS***

- # If government actions caused the unacceptable performance, take steps to prevent it in the future**
- # If not government caused inform the contractor's on-site representative**
- # Document on the Corrective Action Report (CAR) and send to the CO**
- # If the contractor disputes the results of the assessment refer them to the CO**

# ***QAP CONTRACT FILE***

- # QAP Nomination/Appointment letter**
- # QAPs Duties & Responsibilities Letter**
- # CO's Duties & Responsibilities Letter**
- # Phases I & II Training Certificates**
- # Memo for Records/Correspondence**
- # Records of Inspection**
- # Discrepancy Reports**
- # Certification of Services**





# ***ADDITIONAL TRAINING***

## **# This training serves as Phase I QAP Training**

- ❖ **Refresher Training will be  
provided when changes occur**

## **# Your Contract Administrator will schedule you for Phase II Training**

- ❖ **Contract Specific Training**
- ❖ **Training is required every time a  
new contract is awarded**

# ***QUESTIONS?***

**# Student Evaluations**

**# Certificates**

**<https://hillnet.hill.af.mil/HAFB/ALC/PK/newcontracting/Resources/QualityAssurance/QualityAssurance.asp>**